

COVID-19 CONTACT TRACING TRAINING

GUIDANCE AND RESOURCES

Background: This document contains a sample training plan including training topics that may be helpful for state and local public health jurisdictions to consider when designing their own training plan for COVID-19 contact tracers. Each heading represents the learning objective for that section. Suggested training modalities/formats are provided, as well as information about sample existing trainings and resources. This document may be updated as new resources become available.

Overall Training Goal: After completing all training below, learners should be able to conduct contact tracing according to the established protocol.

Target Audience: Community health workers or volunteers with little or no experience conducting contact tracing.

Content describing non-CDC tools on this site is provided for informational purposes only and is not intended to indicate endorsement, actual or implied, of the tools. Additionally, information on this site is provided “as is,” for users to evaluate and make their own determination as to their effectiveness.

IDENTIFY STRATEGIES TO REDUCE SPREAD OF COVID-19

For this section, self-paced online training (e.g., curated reading list, videos, or eLearning course) is suggested. Inclusion of a post-test is strongly suggested.

- Background on COVID-19:
 - Epidemiology
 - Signs/symptoms
 - Update on current emergency response
- Ways to prevent spread of COVID-19
 - General precautions (e.g., social distancing)
 - Specific precautions for those potentially exposed or symptomatic:
 - Testing
 - Contact tracing
 - Quarantine
 - Isolation
 - Follow-up
 - Other ways to reduce spread

IDENTIFY THE PRIMARY COMPONENTS OF COVID-19 CONTACT TRACING

A variety of modalities would be appropriate, including live webinar/teleconference, recorded webinar, or a self-paced eLearning course. Inclusion of a post-test is strongly suggested.

- Introduction to US public health system and how contact tracing fits in
- Relevant terminology
 - Public health jurisdiction's contact tracing terminology
 - Terms that may be used in other jurisdictions (e.g., other states, federal)
- Introduction to contract tracing
 - Define contact tracing
 - Describe basic steps of contract tracing:
 - Test
 - Investigation and elicitation
 - Trace
 - Quarantine or isolate
 - Follow-up
 - Describe skills and qualities necessary for contact tracers:
 - Motivational interviewing skills
 - Risk communication skills
 - Cultural sensitivity
 - Adaptations for contacts with hearing impairments

LIST REQUIREMENTS FOR PROTECTING HEALTH INFORMATION

Self-paced asynchronous training (e.g., curated reading list, videos, or eLearning course) is suggested. Inclusion of a post-test is strongly suggested.

- Overview of health information privacy/security
 - Why it is important to protect health information
 - Potential consequences if data are not protected
- Health information privacy and confidentiality
 - Oath of confidentiality, if applicable in the jurisdiction
- Health information data security
- Ethics of data collection during an outbreak

DESCRIBE COVID CONTACT TRACING PROTOCOL

Live training (whether through videoconference or a live course on a learning management system) or an eLearning course with knowledge checks is suggested so that learners can receive immediate feedback. Inclusion of a post-test – as well as an electronic guide describing jurisdiction-specific protocols – is strongly suggested.

- Describe in detail the actions and requirements associated with each step of the contact tracing process:
 - Test
 - Investigation and elicitation
 - Trace
 - Quarantine or isolate
 - Follow-up
- Learn what “a day in the life” of a contact tracer looks like by hearing from an experienced contact tracer
- Question-and-answer session

APPLY COVID CONTACT TRACING PROTOCOL TO REALISTIC SCENARIOS

Live training (whether through videoconference or a live course on a learning management system) is suggested so that learners can receive real-time feedback and ask questions. Breakout sessions with smaller groups could be effective if multiple trainers or facilitators are available.

- Review contact tracing protocol
- Apply contact tracing protocol to the following scenarios:
 - Recent contact with someone diagnosed with COVID-19 but no signs/symptoms
 - Recent contact with someone diagnosed with COVID-19 with signs/symptoms
 - Someone with signs and symptoms of COVID-19 with no history of ill contacts
 - Feedback from trainer(s)/facilitator(s)
- Practice handling difficult calls
 - Role play with trainer/facilitator feedback

IDENTIFY JURISDICTION-SPECIFIC CONTACT TRACING TOOLS AND PROTOCOLS

An electronic guide, self-paced asynchronous eLearning, or live training (whether through videoconference or a live course on a learning management system) describing jurisdiction-specific protocols and resources is suggested, along with opportunities to answer contact tracers' questions via teleconference and an online frequently asked questions (FAQ) document that is regularly updated based on teleconference discussions and other feedback from the field.

- Receiving assignments
- Documenting calls
 - Specifics of local processes and data collection
- Working with non-English-speaking contacts
- Working with hearing-impaired contacts

- Follow-up resources for contacts
- Discussion of how contact tracers should share insights from the field – points of contact, regular check-in calls or webinars, online FAQ, etc.

ANALYZE CONTACT TRACING ENCOUNTERS FOR CONTINUOUS QUALITY IMPROVEMENT

Virtual coaching and mentoring are suggested to provide opportunities for continuous quality improvement of contact tracing encounters.

- Listening in on calls for quality
- Using a rubric to documents contact tracers' competencies and areas for improvement
- Follow up discussion between supervisors and contact tracers on methods to improve the quality of the contact tracing experience